



## Dannel P. Malloy

GOVERNOR  
STATE OF CONNECTICUT

March 7, 2014

Commissioner Dora B. Schriro  
Department of Emergency Services and Public Protection  
1111 Country Club Road  
Middletown, Connecticut 06457

RE: Governor's Emergency Communications Taskforce

Dear Commissioner Schriro:

As you know, this administration is committed to ensuring that we are connecting all citizens to the government they pay for. That's especially true when it comes to how the state communicates with residents, particularly in the event of an emergency.

There are many Connecticut citizens who have communication barriers, including, but not limited to, individuals who are non-English speakers, individuals with disabilities, and individuals with functional needs. Approximately 21% of Connecticut citizens speak a language other than English at home, and approximately 22% of Connecticut citizens report having a disability.

There is a need to establish a more comprehensive framework to overcome these communication barriers, particularly in emergency situations. For this reason, I am establishing the Governor's Emergency Communications Taskforce, and request that you serve as chair. The Emergency Communications Taskforce will be made up of eighteen (18) members, whom I will appoint as follows:

- a. The Commissioner of the Department of Emergency Services and Public Protection, or the Commissioner's designee, who shall serve as chair;
- b. The Commissioner of the Department of Aging, or the Commissioner's designee;
- c. The Commissioner of the Department of Consumer Protection, or the Commissioner's designee;
- d. The Commissioner of the Department of Developmental Services, or the Commissioner's designee;
- e. The Commissioner of the Department of Education, or the Commissioner's designee;
- f. The Commissioner of the Department of Public Health, or the Commissioner's designee;
- g. The Commissioner of the Department of Rehabilitation Services, or the Commissioner's designee;
- h. The Governor's Liaison to the Disability Community, or the Liaison's designee;

- i. The Executive Director of the Office of Protection and Advocacy for Persons with Disabilities, or the Executive Director's designee;
- j. A member of the Governor's staff;
- k. A representative from the higher education community;
- l. A representative of 2-1-1;
- m. A representative of the Connecticut Red Cross;
- n. A representative of an organization that provides services to and/or advocates for immigrants and refugees;
- o. One member appointed by each of the following legislative commissions:
  - a. African American Affairs Commission
  - b. Asian Pacific American Affairs Commission
  - c. Latino and Puerto Rican Affairs Commission
- p. One member of the media.

The Taskforce will be tasked with evaluating the cost, benefit, efficiency, effectiveness and measurable performance of the existing communications methods used by the state, and developing best practices in communicating with the citizenry, particularly with non-English speakers, individuals with disabilities, and individuals with functional needs.

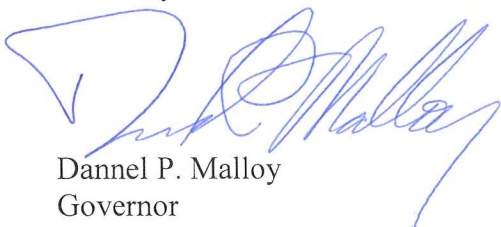
As this issue is a high priority for my administration, I request that you convene the Taskforce no later than April 1, 2014. I would like the Taskforce to report its findings and recommendations regarding emergency constituent communications to me no later than October 1, 2014 and to report its findings and recommendations regarding non-emergency constituent communications to me no later than January 1, 2015.

Finally, the administrative requirements for the Taskforce are as follows:

- The Taskforce will be staffed by the Department of Emergency Services and Public Protection and the Office of Policy and Management;
- All members of the Taskforce shall serve coterminously with and at the pleasure of the appointing authority;
- A majority of the members of the Taskforce shall constitute a quorum;
- Meetings of the Taskforce shall be scheduled and convened by the chair of the Taskforce or upon majority vote of the membership; and
- The Taskforce shall terminate on January 1, 2015, or upon submission of the reports to the Governor, whichever date is later.

I look forward to working with you on this important matter.

Sincerely,



Dannel P. Malloy  
Governor